



STATE OF NEW JERSEY

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

In the Matter of Tabitha Crea and
Susan Marazzo, Keyboarding Clerk 2
(PM2122V), Hamilton

Examination Appeals

CSC Docket Nos. 2018-1029
2018-1044

ISSUED: April 10, 2018 (RE)

Tabitha Crea and Susan Marazzo appeal the decisions of the Division of Agency Services (Agency Services) which found that they did not meet the experience requirements for the promotional examination for Keyboarding Clerk 2 (PM2122V), Hamilton.

The subject promotional examination had a closing date of August 21, 2017 and was open to employees in the non-competitive division who had an aggregate of one year of continuous permanent service as of the closing date and who were serving in the titles Keyboarding Clerk 1 and Keyboarding Clerk 1, Bilingual in Spanish and English and who met the announced requirements. These requirements included one year of clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, reports, charts, forms and other materials. Successful completion of a clerical training program with a minimum of 700 clerical training hours or 30 semester hour credits in secretarial science from an accredited college or university could be substituted for one year of experience. The appellants were found to be ineligible based on a lack of experience. Since there were no admitted candidates, the examination was canceled on October 19, 2017.

On her application, Crea indicated experience as a Keyboarding Clerk 1, and Travel Agent. Official records indicate that she was provisionally appointed to the subject title in June 2017. A review of Crea's duties as a Keyboarding Clerk 1 indicated that they were primarily customer service work in a call center, and as such, none of this was accepted. She was not credited for experience as a Travel

Agent. Thus, Crea was found to be lacking one year of applicable experience. On appeal, Crea states that she operates a keyboard for all telephone and email requests, and produces letters, memos, reports, charts and forms. Thus, she believes she meets the requirements for the examination.

Marazzo indicated on her application that she had experience as a Keyboarding Clerk 1. Official records indicate that she also was provisionally appointed to the subject title in June 2017. A review of the Marazzo's duties as a Keyboarding Clerk 1 indicated that they were primarily customer service work in a call center, and as such, none of this was accepted. Thus, Marazzo was found to be lacking one year of applicable experience. On appeal, Marazzo states that she operates a keyboard to produce letters, memos, reports, charts, forms and other materials. She states that she documents and enters all calls into a shared system used by other departments, and enters communications into the system.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional examination announcement by the closing date.

In the instant matter, credit was given only for clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, reports, charts, forms and other materials. The appellants did not provide a list of duties for their provisional positions. For the Keyboarding Clerk 1 position, the list of duties provided by Crea included the following responsibilities: assisting residence with all matters related to the Municipal Government Offices; communicate with residents daily with regard to property tax and sewer utility bill inquiries, waste management concerns, health concerns related to high grass; documenting residents' concerns using internal Q-Alert system; ability to relay important information to appropriate various departments via email and phone; assisting coworkers with questions regarding phone calls and resident complaints. Marazzo described the following responsibilities, "I work in the call center known as Hamstat. We handle all incoming call[s] and problem solve. Report missed garbage twice a day. Set up appointments for Public Works. Check and give information on tax records for Mortgage Co., Title Co., residents, we document all our calls with a Q-Alert System, type all the information and log all the information to all the departments in the township. It allows us to keep the request open for other departments to view and handle and document what the end results are. I download work orders the Public Works services for vacant properties." Clearly, the appellants are not primarily performing work required of a Keyboarding Clerk. The primary duties of incumbents in the Keyboarding Clerk classification include processing documents and performing clerical work requiring the utilization of keyboard or typing skills, and typing documents on a computer console. The primary duties of the appellants' position is in customer service. The announced

experience requirement was also not the primary focus of Crea's position as a Travel Agent. As such, the appellants do not meet the minimum experience qualifications for the subject title.

An independent review of all material presented indicates that the decisions of Agency Services that the appellants did not meet the announced requirements for eligibility by the closing date is amply supported by the record. The appellants provide no basis to disturb these decisions. Thus, the appellants have failed to support their burden of proof in these matters. Finally, since the appellants are not performing duties consistent with a Keyboarding Clerk classification, the matter of the proper classification of their positions is referred to Agency Services for classification audits.

ORDER

Therefore, it is ordered that these appeals be denied. It is further ordered that the matter of the proper classification of the appellants' provisional positions be referred to Agency Services for classification audits.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 4TH DAY OF APRIL, 2018



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